SHEEBA ANSARI

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Expertise Summary

☐ I am experienced IT professional of a background in **strategic development, analysis and operational leadership**

☐ I have industry 14 years of experience which includes **Product Backlog management, Business Requirements, Business Analysis, Software Development and Testing, Team building/Staff management.**

☐ I have includes **management of Product Visions, Product Backlogs, Prioritization needs,** Business requirements, Software Development

☐ I excels at driving teams **to meet deadlines effectively communicating user experiences** while demonstrating my passion for clients and products.

☐ Experienced **Product Owner** translating **business needs** into **User Stories** following **Agile methodology**

☐ Proven experience in working with **multiyear projects involving roadmaps, requirement gathering, escalation management, stakeholder communications, implementation, and delivery**

☐ Subject Matter Expert (SME) in the field of Software Development and Testing **(Web, API, IVR, Web Services, Database, and Mobile applications, File Migration, Payment Processing and Payment Settlement)**

☐ Crafted and delivered messages at **all levels of granularity,** from **executive's pitches and persuasive to functional architect diagrams and implementation requirements**

☐ **Led technical concepts discussion, manage tradeoffs, and generate and evaluate new opportunities** with internal and external partners.

☐ Translated **high-level strategy & product direction into features, epics and user stories; prioritize in the product backlog for selection for sprint backlog**

☐ **Created MVPs** and make clear decisions on priority and roadmaps

☐ Industry knowledge in **Billing and Payment Services, Telecom, Utilities, HealthCare Insurance, Lending, Financial Services**

☐ Led the **API digital transformation and integration initiatives** across Fiserv's Billing and Payments Group

☐ Create, maintain, and "own" the **product backlog**

☐ Collaborated with **Internal and External stakeholders** to understand and identify market trends and guide product strategy and provide thought leadership

☐ Executed strategic innovations and disruptive solutions, such as **chatbots, digital wallets, and real-time engines, to drive market leadership, and fostered an atmosphere of creative and innovative thinking within the Product group**.

☐ Designed wireframes, storyboarding, mockups, prototypes to define requirements and user experiences

☐ Proven expertise working on various SDLC models like **Agile, Waterfall, CICD**

☐ Creative problem-solver who works well under deadlines and extreme pressures by providing better solutions and **CMM Level Standards**

Certifications

- Pragmatic Marketing Certification (PMC_Level_III)
- Certified Scrum Product Owner (CSPO) form Scrum Alliance
- Certified Scrum Master (CSM) from Scrum Alliance
- Enterprise Design thinking Practitioner from IBM
- Product Management course from Udemy
- International Software Testing Qualification Board (ISTQB) Certified Tester

Technical skills and Tools

Business Modeling Tools:

- Microsoft Visual Studio, Microsoft Visio, Microsoft Office, Team Foundation Server (TFS), Salesforce
- JIRA, Confluence, SharePoint, Slack
- User Interface – Figma, Adobe XD
- SurveyMonkey, TypeForm
- Postman, Stoplight, SoapUI, Soap Sonar, Swagger.io,
- Azure DevOps
- JMeter, IBM AppScan, HPE-Fortify
- Microsoft Teams, Web-Ex, Zoom
- Dashboards: Tableau, PowerBI

Technology:
- Dot.NET (6.0.3 core), ASP.NET, MVC 5.2, HTML5.0, Web Services, Web2py, JSON Web Services, APIs, iFrame, Pivotal Cloud Foundry (PCF), SaaS Platform, Microsoft Azure Cloud

Database:
- SQL Server, Data analysis, Writing and Executing queries

Operating System:
- Windows, Linux, Android, iOS

Others:
- Agile Methodologies, Scrum, Scaled Agile Framework, Product Roadmap, Requirement Gathering, Requirement writing, User Interface, Business Process, Product backlog, Analytics, Market Research, Client Communication, Creativity, Supporting Sales Channel, creating end-user applications, Performance, load and Security testing, Adhering compliance and Legal requirements

Occupational Scan

Present: **June 2022 till Present**
Company: HealthFirst
Project: Enterprise content management
Role: Sr.Product Owner
Location: Alpharetta, Georgia

Roles and Responsibilities:

- Create, maintain, and "own" the product backlog

- To design, develop and implement the critical application

- Define Project objects and develop plan for design and building schedules

- Determine appropriate methods and tools for each project

- Identify system issues and suggest effective solutions for the team

- Ability to understand and discuss technical concepts, manage tradeoffs, and generate and evaluate new opportunities with internal and external partners.

- Analyze user requirements and convert requirements to design documents.

- Translate high-level strategy & product direction into features, epics and user stories; prioritize in the product backlog for selection for sprint backlog

- Designing Tableau dashboards for the assigned projects

- Using the automated tools and tableau dashboards to extract the data from primary and secondary sources.

- Using statistical tools to identify, analyze and interpret patterns and trends of complex data sets.

- Being the product liaison between our customers and the support teams of the products we sell

- Defined processes and procedures to improve team efficiency.

- Contribute to the cohesion and skillset of our product management community

- Troubleshooting the production issues and providing effective solutions to the team

- Maintaining and creating the Salesforce Reports

- Delivered excellence to customers through industry thought leadership.

- Collaborated with Internal and External stakeholders to understand and identify market trends and guide product strategy

Project Description:
To create/update Medicaid plans, Medicare Advantage plans covered all IT development methodologies including Agile, DevOps, Rapid application Development and data analysis.

Previous: **Dec 2015 till 30th May 2022**
Company: Fiserv, Inc
Project: BillMatrix BillPayment -Direct
End-Client: HPS, BSC, BCBS, HCSC, AEP
Role: Digital Product Owner
Location: Frisco, Texas, USA

Roles and Responsibilities:

- Experienced Product Owner, translating business needs into User Stories, following Agile methodology

- Software Development and Testing, Product management, Business Requirements, Business Analysis, Backlog management, Team building/Staff management.

- Experienced working with multiyear projects involving roadmaps, requirement gathering, escalation management, stakeholder communications, implementation and delivery

- Created MVPs and make clear decisions on priority and roadmaps

- Subject matter expert (SME) in specific functional area(s) for assigned Scrum Teams

- Led the API digital transformation and integration initiatives across all verticals within the Billing & Payments Group within Fiserv

- Strategically executed innovative and disruptive solutions, such as chatbots, digital wallets, and real-time engines, to drive market leadership, and fostered an atmosphere of creative and innovative thinking within the Product group.

- Defined processes and procedures to improve team efficiency. Delivered excellence to customers through industry thought leadership.

- Handful of expertise in defining System requirements, writing use cases, user stories and Functional specifications, documenting Business Requirements and potential solutions, modeling current and future state process flows, and creating system documentation.

- Designed wire frame designing, storyboarding, mockup designs and prototyping to derive the requirements.

- Proven track record of successfully delivering solutions and managing multiple complex projects simultaneously

- Outstanding organizational & Leadership skills including ability to multi-task, prioritize and manage increasingly complex issues

Project Description:
- **Text to Pay:** Customers can respond "Pay", allowing them to instantly pay their bill from whatever credit card, debit card, or bank account information they have securely stored in their user profile. Your customer will then receive a reply text confirming receipt of their payment and thanking them for their patronage
- **Amazon Alexa:** The Fiserv platform offers interaction and payment options to manage and pay bills through Amazon Alexa, inside the PayPal and Venmo app
- **Real-Time Payments:** Seamlessly connect to networks. A single integration point provides access to a growing list of use cases and payment networks. Move money instantly. Anytime, anywhere, access to funds that are in step with the way people manage their financial lives.

Previous: **Dec 2011 till Nov 2015**
Company: Fiserv, Inc
Project: BillMatrix BillPayment -Direct
Role: Quality Assurance Engineering Analyst
Location: Pune, Maharashtra, India

Roles and Responsibilities:

- Strong problem-solving skills with tendency to work well under deadlines and extreme pressures by providing better solutions with CMM Level Standards.

- Worked with product stakeholders, potential users of BillMatrix® proprietary product to map the existing product features to the business flows of Billers and define the exact configuration features required to implement BillMatrix® for their bill and payment collection segment of business.

- Created Estimation, Test Scope and Strategy for different BillMatrix® product releases using Complexity Based Estimation technique.

- Analyzed the technology refresh, new tool's license purchases, payment flows, biller surveys, request for proposal (RFP) and financial constraints.

- Sheeba has worked closely with respective Tech Leads and Project Manager to reduce product release cycle time by 20% which ultimately reducing the time to market of product by analyzing every implementation on development life cycle. Analysis includes qualitative and statistical based on prior implementation data. Provide recommendation after defined frequency.

- Identified the areas of product automation and extension of Test Automation framework.

- Ran Automation regression test cases suite using VSTS tool.

- Participated in the hiring process and coaching of new testing resources

- Enhancements of proprietary BillMatrix® product through defect triage meetings for defects which are identified as core product limitation. Explain and build those scenarios for product business analyst and product owner again in product defect triage meetings.

- Acted as Core Team member to Sprint Planning, Sprint Grooming, Scrum meetings, Retrospective meetings to effectively Plan and deliver Sprint scope, Identify and overcome blockers and challenges and make sure on time completion of sprint scope.

- Participated in pre-deployment meetings scheduled for the deployment of BillMatrix® for various product releases and represent the quality assurance aspect to have deployment as expected in given window without impacting other existing Billers already LIVE ON BillMatrix® platform. Issues of proprietary product in pre-deployment meetings of proprietary product.

- Onsite coordination for defect reporting and execution status updates.

Project Description:
BillMatrix is a multichannel, fully outsourced solution that provides on-demand bill payment services to large enterprise companies across industry verticals. Customers expect multiple ways to pay bills.

Previous: **Sept 2010 till Dec 2011**
Company: Wipro Technologies, Pune
Project: British Telecom
Role: Test Engineer
Location: Pune, Maharashtra, India

Roles and Responsibilities:

- Tested End to End for different Products

- Functional and Regression Releases Testing (Manual)

- Test Management (Quality Centre 10.0)

- Tested Fulfillment (L2C) and Assurance (T2R) products

- Interacted with various Development teams for L2C and T2R components to follow up and discussed the problem Resolution.

- Tested complicated scenarios and took responsibilities to finish them on time.

Project Description:
The project was an end-to-end testing unit for applications used for fulfilling and assuring telephone connections based in the UK. It provided new services to customers and maintained the existing one. It mainly follows the OSS/BSS concept. BT contains web based, Java based and Main frame-based applications to provide the new line to customer along with many calling and network features as per the requirement. Open Reach provides, maintains and repairs the lines and bills of the Communications Provider, hence providing 'Equivalence of Input' to them.

EDUCATIONAL CREDENTIALS

- ☐ Pursuing **Executive Education from Wharton University of Pennsylvania** - Business Analytics: From Data to Insights
- ☐ **Bachelors in Electronics** from Yashwantrao Chavan College of Engineering, Nagpur, Rashtrasant Tukdoji Maharaj Nagpur University.

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